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**AMALAN PENGURUSAN KESELAMATAN DAN TINGKAHLAKU
SELAMAT PEKERJA DI KILANG KIMIA PASIR GUDANG, JOHOR**

NUUR ASWANI BTE JOHARI (821258)

**Tesis Diserahkan Kepada
Othman Yeop Abdullah Graduate School of Business,
Universiti Utara Malaysia,
Bagi Memenuhi Keperluan Sarjana Pengurusan Keselamatan dan Kesihatan
Pekerjaan
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KEBENARAN MERUJUK

Kertas projek ini dikemukakan sebagai memenuhi keperluan bagi pengijazahan program Sarjana Universiti Utara Malaysia (UUM). Saya dengan ini bersetuju membenarkan pihak perpustakaan Universiti Utara Malaysia mempamerkannya sebagai bahan rujukan umum. Saya juga bersetuju bahawa sebarang bentuk salinan sama ada secara keseluruhan atau sebahagian daripada kertas projek ini untuk tujuan akademik perlulah mendapat kebenaran daripada Penyelia Kertas Projek atau Dekan Othman Yeop Abdullah Graduate School of Business terlebih dahulu. Sebarang bentuk salinan dan cetakan bagi tujuan komersil adalah dilarang sama sekali tanpa kebenaran bertulis daripada penyelidik. Pernyataan rujukan kepada penulis dan Universiti Utara Malaysia perlulah dinyatakan jika rujukan terhadap kertas projek ini dilakukan.

Kebenaran untuk menyalin atau menggunakan kertas projek ini sama ada secara sebahagian atau sepenuhnya hendaklah dipohon melalui:

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ABSTRAK

Tingka hlaku selamat pekerja adalah sebahagian daripada petunjuk yang menunjukkan amalan pengurusan keselamatan organisasi adalah berkesan. Kajian ini mengkaji persepsi pekerja di kilang kimia yang terletak di Pasir Gudang, Johor berhubung amalan pengurusan keselamatan (komitmen pengurusan, latihan keselamatan, penglibatan pekerja, komunikasi keselamatan dan maklum balas, peraturan prosedur keselamatan, dan dasar promosi keselamatan dengan perilaku keselamatan). Kajian ini dijalankan di kalangan 155 pekerja dengan menggunakan soal selidik. Penemuan kajian ini menunjukkan bahawa dasar promosi keselamatan, komunikasi keselamatan dan maklum balas dan komitmen pengurusan mempunyai hubungan yang signifikan dengan tingka hlaku keselamatan. Amalan pengurusan keselamatan yang dilaksanakan seharusnya selaras dengan keperluan dan kemampuan pekerja, dengan itu tingka hlaku selamat pekerja akan lebih meningkat.

Kata kunci: Komitmen pengurusan, Latihan keselamatan, Penglibatan pekerja, Komunikasi keselamatan dan maklum balas, Peraturan dan prosedur keselamatan, Dasar promosi keselamatan, Tingka hlaku selamat.

ABSTRACT

Safety behavior was part of indicator showing safety management practice of organisation was effective. This study examined the perception of employees in chemical manufacturing located at Pasir Gudang, Johor regarding safety management practice (management commitment, safety training, workers' involvement, safety communication and feedback, safety rules and procedure, and safety promotion policies with safety behavior). This study conducted among 155 employees using questionnaires. The findings of this study revealed that safety promotion policies, safety communication and feedback and management commitment have significant relation with safety behavior. The safety management practices implemented should be in line with the needs and capabilities of the employees, thus the employee's safety behavior will be increase.

Keywords: Management commitment, Safety training, Workers' involvement, Safety communication and feedback, Safety rules and procedures, Safety promotion policy, Safety behaviour.

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BAB 1

PENGENALAN

1.1 Pengenalan

Malaysia telah memulakan usaha perindustrian sejak tahun 1960-an, dengan visi menjadikan ekonomi Malaysia berteraskan perindustrian menjelang tahun 2020 melalui dasar kerajaan yang mengubah tumpuan ekonomi negara daripada pertanian atau sektor primer kepada industri. Kepentingan perindustrian telah dimasukkan dalam strategi pembangunan Malaysia dan sektor pembuatan telah menjadi salah satu tulang belakang dan penyumbang utama kepada ekonomi Malaysia.

Perkembangan industri berat memperkukuhkan lagi asas perindustrian negara selain menambahkan kemahiran rakyat serta membuka peluang pekerjaan. Dengan adanya teknologi dan pemindahan teknologi, kepakaran, dan penyelidikan dibidang perkilangan dalam pelbagai peringkat pengeluaran mengembangkan lagi sektor ini. (Maamor S. dan Rizaudin Sahlan, 2005 dan Majlis Penasihat Ekonomi Negara, 2010)

Walau bagaimanapun di sebalik kepentingan perkembangan industri berat ada kelemahannya. Menurut Laidler (2011), penerapan teknologi dan sistem operasi rumit akan mewujudkan keadaan bahaya baru kepada pekerja, ianya juga disokong oleh kajian Goetsch (2010). Selain daripada penerapan teknologi baru, pekerja juga mungkin menimbulkan risiko kemalangan yang lebih tinggi kerana tindakan mereka dengan bahaya persekitaran tempat kerja. (Sai, Halim, dan Said, 2012).

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LAMPIRAN A



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SOAL SELIDIK

**HUBUNGAN AMALAN PENGURUSAN KESELAMATAN DAN
TINGKAHLAKU PEKERJA**

Saya adalah pelajar tahun akhir Sarjana Sains (Pengurusan Keselamatan & Kesihatan Pekerjaan) UUM. Bagi memenuhi keperluan subjek BPMZ69912, kajian ini dijalankan bagi mengkaji hubungan amalan pengurusan keselamatan dan tingkahlaku pekerja. Saya sangat menghargai jika anda dapat meluangkan sedikit masa menjawab soal selidik ini.

Jawapan anda adalah sulit dan hanya digunakan bagi tujuan akademik. Saya berharap anda dapat memberikan jawapan kepada SEMUA soalan untuk kepentingan kajian ini. Kerjasama anda sangat dihargai.

Butiran Pelajar-

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SECTION A: DEMOGRAPHIC
BAHAGIAN A: DEMOGRAFI

Instruction: This section needs the demographic background information of the respondent.
Please answer with (/) inside the table that has be prepared.

Arahan: Bahagian ini memerlukan maklumat latar belakang demografi responden. Sila jawab dengan menandakan (/) dalam kotak yang telah disediakan.

1. Gender (*Jantina*)

| | |
|--------------------------|--------------------------|
| <input type="checkbox"/> | Male/ <i>Lelaki</i> |
| <input type="checkbox"/> | Female/ <i>Perempuan</i> |

2. Age (*Umur*)

| | |
|--------------------------|---|
| <input type="checkbox"/> | 20-29 years/ <i>20-29 tahun</i> |
| <input type="checkbox"/> | 30-39 years/ <i>30-39 tahun</i> |
| <input type="checkbox"/> | 40-49 years/ <i>40-49 tahun</i> |
| <input type="checkbox"/> | 50 years and above/ <i>50 tahun ke atas</i> |

3. Highest Education Level (*Taraf Pendidikan Tertinggi*)

| | |
|--------------------------|-----------------------------|
| <input type="checkbox"/> | Secondary / <i>Menengah</i> |
| <input type="checkbox"/> | Certificate / <i>Sijil</i> |
| <input type="checkbox"/> | Diploma/ <i>Diploma</i> |
| <input type="checkbox"/> | Degree/ <i>Ijazah</i> |
| <input type="checkbox"/> | Sarjana, PhD/ Master, PhD |
| <input type="checkbox"/> | Others / <i>Lain-lain</i> |

4. Working Experience (*Pengalaman Bekerja*)

| | |
|--------------------------|--|
| <input type="checkbox"/> | 0 – 5 years/ <i>0 – 5 tahun</i> |
| <input type="checkbox"/> | 6 – 10 years/ <i>6 – 10 tahun</i> |
| <input type="checkbox"/> | 11 – 15 years/ <i>11 – 15 tahun</i> |
| <input type="checkbox"/> | More than 15 years/ <i>Lebih daripada 15 tahun</i> |

5. Job Title (*Jawatan*)

| | |
|--------------------------|--|
| <input type="checkbox"/> | Managerial / <i>Pengurus</i> |
| <input type="checkbox"/> | Executives / <i>Eksekutif</i> |
| <input type="checkbox"/> | Supervisors / <i>Penyelia</i> |
| <input type="checkbox"/> | General workers / <i>Pekerja biasa</i> |
| <input type="checkbox"/> | Others / <i>Lain-lain</i> |

6. Marital Status (*Taraf Perkahwinan*)

| | |
|--|---------------------------|
| | Single/ <i>Bujang</i> |
| | Married/ <i>Berkahwin</i> |
| | Divorced/ <i>Bercera</i> |

7. Do you have any occupational accident since working with the current organization?
(*Pernahkah anda mengalami kemalangan pekerjaan di organisasi ini?*)

| | |
|--|------------------|
| | Yes/ <i>Ya</i> |
| | No/ <i>Tidak</i> |

7(a). If Yes, how many times? (*Jika Ya, berapa kali*)

| | |
|--|-------------------------------------|
| | 1-3 times / <i>1-3 kali</i> |
| | 4-8 times/ <i>4-8 kali</i> |
| | 9-15 times/ <i>9-15 kali</i> |
| | Over 15 times/ <i>Lebih 15 kali</i> |

8. Do you attend any Safety Training? (*Pernahkah anda menyertai latihan keselamatan pekerjaan?*)

| | |
|--|------------------|
| | Yes/ <i>Ya</i> |
| | No/ <i>Tidak</i> |

8(a). If Yes, how many times? (*Jika Ya, berapa kali*)

| | |
|--|--|
| | Every month / <i>Setiap bulan</i> |
| | Once in 3 month/ <i>Setiap 3 bulan</i> |
| | Once in 6 month/ <i>Setiap 6 bulan</i> |
| | Once a year/ <i>Sekali setahun</i> |
| | Never attend/ <i>Tidak pernah</i> |

SECTION B: SAFETY MANAGEMENT PRACTICE
BAHAGIAN B: AMALAN PENGURUSAN KESELAMATAN

Instruction: This section consists of several questions regarding safety management practice that have relationship with workers safety behavior. Please circle your preference on scale given below.

Arahan: Bahagian ini terdiri daripada beberapa soalan berkenaan dengan amalan pengurusan keselamatan yang mempunyai hubungkait dengan tingkahlaku keselamatan pekerja. Sila bulatkan untuk menyatakan pendapat anda mengikut skala yang diberikan.

| | | | | |
|--|--|--|-------------------------------|---|
| Strongly Disagree <i>Sangat Tidak Setuju</i> | Disagree <i>Tidak Setuju</i> | Mixed Feeling <i>Tidak Pasti</i> | Agree <i>Setuju</i> | Strongly Agree <i>Sangat Setuju</i> |
| 1 | 2 | 3 | 4 | 5 |

| No | Content/ Perkara | Scale/ skala | | | | |
|----|---|--------------|---|---|---|---|
| 6 | Safety is given high priority by the management. <i>Pihak pengurusan mengutamakan keselamatan</i> | 1 | 2 | 3 | 4 | 5 |
| 7 | Safety rules and procedures are strictly followed by the management. <i>Pihak pengurusan mematuhi peraturan dan prosedur keselamatan dengan tegas</i> | 1 | 2 | 3 | 4 | 5 |
| 8 | Corrective action is always taken when the management is told about unsafe practices. <i>Tindakan sentiasa diambil apabila pihak pengurusan diberitahu mengenai amalan yang tidak selamat.</i> | 1 | 2 | 3 | 4 | 5 |
| 9 | In my workplace managers/supervisors do not show interest in the safety of workers. <i>Di tempat kerja, pengurus/penyelia saya tidak menunjukkan minat terhadap keselamatan pekerja</i> | 1 | 2 | 3 | 4 | 5 |
| 10 | Management considers safety to be equally important as production. <i>Pengurusan menganggap keselamatan pekerja adalah sama penting dengan pengeluaran.</i> | 1 | 2 | 3 | 4 | 5 |
| 11 | I feel that management is willing to compromise on safety for increasing production. <i>Saya merasakan pihak pengurusan bersedia untuk berkompromi dengan keselamatan pekerja untuk meningkatkan pengeluaran.</i> | 1 | 2 | 3 | 4 | 5 |
| 12 | When near-miss accidents are reported, my management acts quickly to solve the problems. <i>Apabila ‘kemalangan nyaris’ (near-miss) dilaporkan, pengurusan saya bertindak dengan cepat bagi menyelesaikan masalah.</i> | 1 | 2 | 3 | 4 | 5 |

| | | | | | | |
|----|--|---|---|---|---|---|
| 13 | My company provides sufficient personal protective equipment for the workers. <i>Syarikat saya menyediakan alat perlindungan diri yang mencukupi untuk pekerja.</i> | 1 | 2 | 3 | 4 | 5 |
| 14 | My company gives comprehensive training to the employees in workplace health and safety issues. <i>Syarikat saya memberi latihan komprehensif kepada pekerja di tempat kerja dan isu keselamatan pekerja.</i> | 1 | 2 | 3 | 4 | 5 |
| 15 | Newly recruits are trained adequately to learn safety rules and procedures. <i>Pekerja baru dilatih secukupnya untuk mempelajari peraturan keselamatan pekerja dan prosedur.</i> | 1 | 2 | 3 | 4 | 5 |
| 16 | Safety issues are given high priority in training programmes. <i>Masalah berkaitan keselamatan pekerja diberi keutamaan dalam program latihan.</i> | 1 | 2 | 3 | 4 | 5 |
| 17 | Management encourages the workers to attend safety training programmes. <i>Pengurusan menggalakkan para pekerja menghadiri program latihan keselamatan pekerja.</i> | 1 | 2 | 3 | 4 | 5 |
| 18 | Safety training given to me is adequate to enable me to assess hazards in workplace. <i>Latihan keselamatan pekerja yang diberikan kepada saya adalah mencukupi untuk membolehkan saya menilai bahaya di tempat kerja.</i> | 1 | 2 | 3 | 4 | 5 |
| 19 | Management always welcomes opinion from employees before making final decisions on safety related matters. <i>Pengurusan sentiasa mengalu-alukan daripada pekerja sebelum membuat keputusan akhir mengenai hal berkaitan keselamatan pekerja.</i> | 1 | 2 | 3 | 4 | 5 |
| 20 | My company has safety committees consisting of representatives of management and employees. <i>Syarikat saya mempunyai jawatankuasa keselamatan pekerja yang terdiri daripada wakil-wakil pengurusan dan pekerja.</i> | 1 | 2 | 3 | 4 | 5 |
| 21 | Management promotes employee involvement in safety related matters. <i>Pengurusan menggalakkan penglibatan pekerja dalam hal berkaitan keselamatan pekerjaan.</i> | 1 | 2 | 3 | 4 | 5 |
| 22 | Management consults with employees regularly about workplace health and safety issues. <i>Pengurusan berunding dengan pekerja secara kerap mengenai isu kesihatan dan keselamatan tempat kerja.</i> | 1 | 2 | 3 | 4 | 5 |
| 23 | Management operates an open-door policy on safety issues. <i>Pengurusan mengamalkan dasar terbuka mengenai isu keselamatan pekerja.</i> | 1 | 2 | 3 | 4 | 5 |
| 24 | There is sufficient opportunity to discuss and deal with safety issues in meetings. <i>Terdapat peluang yang mencukupi untuk membincangkan dan menangani isu keselamatan pekerja dalam mesyuarat.</i> | 1 | 2 | 3 | 4 | 5 |

| | | | | | | |
|----|---|---|---|---|---|---|
| 25 | The target and goals for safety performance in my organization are not clear to the workers. <i>Sasaran dan matlamat untuk prestasi keselamatan pekerja dalam organisasi saya, tidak diterangkan secara jelas kepada pekerja.</i> | 1 | 2 | 3 | 4 | 5 |
| 26 | There is open communications about safety issues in this workplace. <i>Terdapat ruang komunikasi yang luas untuk membicarakan mengenai isu keselamatan di tempat kerja ini.</i> | 1 | 2 | 3 | 4 | 5 |
| 27 | The safety rules and procedures followed in my company are sufficient to prevent incidents occurring. <i>Peraturan keselamatan pekerja dan prosedur di dalam syarikat saya adalah mencukupi untuk mencegah insiden daripada berlaku.</i> | 1 | 2 | 3 | 4 | 5 |
| 28 | My supervisors and managers always try to enforce safe working procedures. <i>Penyelia dan pengurus saya sentiasa berusaha untuk menguatkuasakan prosedur kerja selamat.</i> | 1 | 2 | 3 | 4 | 5 |
| 29 | Safety inspections are carried out regularly. <i>Pemeriksaan keselamatan pekerja dilakukan dengan kerap.</i> | 1 | 2 | 3 | 4 | 5 |
| 30 | The safety procedures and practices in this organization are useful and effective. <i>Prosedur dan amalan keselamatan pekerjaan dalam organisasi ini berguna dan berkesan</i> | 1 | 2 | 3 | 4 | 5 |
| 31 | In my company safe conduct is considered as a positive factor for job promotions. <i>Di dalam syarikat saya, tingkah laku selamat dianggap sebagai faktor positif untuk kenaikan pangkat.</i> | 1 | 2 | 3 | 4 | 5 |
| 32 | In my company employees are rewarded for reporting safety hazards (thanked, cash or other rewards, recognition in news letter, etc.) <i>Di dalam syarikat saya, pekerja diberi ganjaran untuk melaporkan bahaya/hazad keselamatan (penghargaan, wang tunai atau ganjaran lain, pengiktirafan dalam berita, dll.)</i> | 1 | 2 | 3 | 4 | 5 |
| 33 | In my company safety week celebration and other safety promotional activities arranged by the management are very effective in creating safety awareness among the workers. <i>Sambutan minggu keselamatan pekerjaan di syarikat saya dan aktiviti promosi keselamatan lain yang dianjurkan oleh pihak pengurusan adalah sangat berkesan dalam mewujudkan kesedaran keselamatan pekerjaan di kalangan pekerja.</i> | 1 | 2 | 3 | 4 | 5 |
| 34 | There exists very healthy competition among the employees to find out and report unsafe condition and acts. <i>Terdapat persaingan yang sihat di kalangan pekerja untuk mencari dan melaporkan keadaan dan perbuatan yang membahayakan diri sendiri dan persekitaran.</i> | 1 | 2 | 3 | 4 | 5 |

SECTION C: SAFETY BEHAVIOR
BAHAGIAN C: TINGKAHLAKU KESELAMATAN

| Strongly Disagree <i>Sangat Tidak Setuju</i> | Disagree <i>Tidak Setuju</i> | Mixed Feeling <i>Tidak Pasti</i> | Agree <i>Setuju</i> | Strongly Agree <i>Sangat Setuju</i> |
|--|--|--|-------------------------------|---|
| 1 | 2 | 3 | 4 | 5 |

| No | Content/ Perkara | Scale/ skala | | | | |
|----|---|--------------|---|---|---|---|
| | | 1 | 2 | 3 | 4 | 5 |
| 35 | I use all necessary safety equipment to do my job. <i>Saya menggunakan semua peralatan keselamatan pekerjaan untuk melakukan tugas saya.</i> | | | | | |
| 36 | I carry out my work in a safe manner. <i>Saya menjalankan kerja saya secara selamat.</i> | | | | | |
| 37 | I follow correct safety rules and procedures while carrying out my job. <i>Saya mengikut peraturan dan prosedur keselamatan pekerjaan dengan betul semasa menjalankan tugas saya.</i> | | | | | |
| 38 | I ensure the highest levels of safety when I carry out my job. <i>Saya memastikan tahap keselamatan pekerjaan yang tinggi ketika saya menjalankan tugas saya.</i> | | | | | |
| 39 | I always point out to the management if any safety related matters are noticed in my company. <i>Saya sentiasa memberitahu kepada pihak pengurusan sekiranya ada isu-isu berkaitan keselamatan pekerjaan yang timbul di syarikat saya.</i> | | | | | |
| 40 | I put extra effort to improve the safety of the workplace. <i>Saya berusaha keras untuk meningkatkan keselamatan tempat kerja.</i> | | | | | |
| 41 | I voluntarily carryout tasks or activities that help to improve workplace safety. <i>Saya secara sukarela menjalankan tugas atau aktiviti yang membantu meningkatkan keselamatan tempat kerja.</i> | | | | | |
| 42 | I encourage my co-workers to work safely. <i>Saya menggalakkan rakan sekerja saya bekerja dengan selamat.</i> | | | | | |

End of Questionnaire / Soalan Tamat
Thank You / Terima Kasih